

AMENDMENTS TO THE CLAIMS:

Claims 1-9 (Canceled)

10. (New) A system for supervising and supporting customer services offered to a contracted dwelling house over a communication network by a service provider, a supervisory server equipped on the communication network, said system comprising:

a home information communication terminal unit connected to an indoor communication network laid in each contracted dwelling house, for receiving a desired service from said service provider by executing a service application program prepared in advance, said home information communication terminal unit periodically monitoring the operation and/or the movement of a living facility connected to said indoor network laid in said contracted dwelling house, and automatically reporting to said supervisory server in case of abnormality;

a service communication server equipped on said service provider side, for providing various customer services to said contracted dwelling house over said communication network; and

a supervisory server for judging allowance for access of said service communication server to said home information communication terminal unit when receiving an access request from said service communication server, to allow said communication server to access said home information communication terminal unit for identifying its authentication and to reject it when not identifying its authentication, said supervisory server watching communication associated with at least one of said communication server of said service provider and said home information communication terminal unit of said contracted dwelling house, thereby

judging whether or not said customer service through said home information communication terminal unit is normally offered to said contracted dwelling house of which home information communication terminal unit is accessed by said communication server of said service provider.

11. (New) A system for supervising and supporting customer services offered to a contracted dwelling house over a communication network by a service provider, a supervisory server equipped on the communication network, said system comprising:

a home information communication terminal unit connected to an indoor communication network laid in each contracted dwelling house, for receiving a desired service from said service provider by executing a service application program prepared in advance, said home information communication terminal unit having a temporary memory in which related data on customer service provided by said service provider and information data for setting the environment of said home information communication terminal unit are stored, and sending out data stored in said temporary memory as backup data to said supervisory server every predetermined period;

a service communication server equipped on said service provider side, for providing various customer services to said contracted dwelling house over said communication network; and

a supervisory server for judging allowance for access of said service communication server to said home information communication terminal unit when receiving an access request from said service communication server, to allow said communication server to access said home information communication terminal unit

for identifying its authentication and to reject it when not identifying its authentication, said supervisory server watching communication associated with at least one of said communication server of said service provider and said home information communication terminal unit of said contracted dwelling house, thereby judging whether or not said customer service through said home information communication terminal unit is normally offered to said contracted dwelling house of which home information communication terminal unit is accessed by said communication server of said service provider.

12. (New) A system for supervising and supporting customer services offered to a contracted dwelling house over a communication network by a service provider, a supervisory server equipped on the communication network, said system comprising:

a home information communication terminal unit connected to an indoor communication network laid in each contracted dwelling house, for receiving a desired service from said service provider by executing a service application program prepared in advance,

a service communication server equipped on said service provider side, for providing various customer services to said contracted dwelling house over said communication network, said supervisory server aggregating and recording service charges for said each contracted dwelling house, when said contracted dwelling house receives customer service from said service provider through said home information communication terminal unit; and

a supervisory server for judging allowance for access of said service communication server to said home information communication terminal unit when

receiving an access request from said service communication server, to allow said communication server to access said home information communication terminal unit for identifying its authentication and to reject it when not identifying its authentication, said supervisory server watching communication associated with at least one of said communication server of said service provider and said home information communication terminal unit of said contracted dwelling house, thereby judging whether or not said customer service through said home information communication terminal unit is normally offered to said contracted dwelling house of which home information communication terminal unit is accessed by said communication server of said service provider.

13. (New) A system for supervising and supporting customer services offered to a contracted dwelling house over a communication network by a service provider, a supervisory server equipped on the communication network, said system comprising:

a home information communication terminal unit connected to an indoor communication network laid in each contracted dwelling house, for receiving a desired service from said service provider by executing a service application program prepared in advance,

a service communication server equipped on said service provider side, for providing various customer services to said contracted dwelling house over said communication network; and

a supervisory server for judging allowance for access of said service communication server to said home information communication terminal unit when receiving an access request from said service communication server, to allow said

communication server to access said home information communication terminal unit for identifying its authentication and to reject it when not identifying its authentication, said supervisory server watching communication associated with at least one of said communication server of said service provider and said home information communication terminal unit of said contracted dwelling house, thereby judging whether or not said customer service through said home information communication terminal unit is normally offered to said contracted dwelling house of which home information communication terminal unit is accessed by said communication server of said service provider,

wherein said home information communication terminal unit executes a normal mode to watch the operation and/or the movement of a living facility connected to said indoor network laid in each contracted dwelling house and interrupts said normal mode to execute an emergency mode for executing necessary emergency operation when receiving an emergency direction from said supervisory server, while said supervisory server sets said home information communication terminal unit equipped in all the dwelling houses in a specific area in said emergency mode to perform necessary remote control.